

Effective Communication



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Effective Communication

- Your effectiveness in the Chain of Command is primarily based on your ability to communicate
- Process consist of the message being sent and received
- Ensure accuracy of flow from sender to receiver

Getting Your Message Across

- Determine the message
- Be clear and concise
- Remove barriers
- Conduct research

Getting Your Message Across (Cont'd)

- Invite Response - Ask Questions
- Be attentive (verbal or non-verbal signs)
- Summarize (Demonstrate understanding)

Communication Failure

- Inadequate information
- Thoughts not organized
- Information Overload

Communication Failure (Cont'd)

- Poor Quality of Information (Didn't do homework)
- Not listening
- Personal biases

Effective Counseling Session

- Should motivate performance improvement
- Fair, accurate and realistic assessment
- Identify the member's important strengths and shortcomings

Effective Counseling Session (Cont'd)

- Address specific issues
- Present performance growth plan
- Ensure the member has a clear knowledge and understanding
- Review expectations and follow-up

The Art of Vocabulary Prudence

- Chose your words carefully
- Professional language

Your Future...



QUESTIONS???